

REMARKS

The Office Action dated August 10, 2005 has been received and carefully noted. The above amendments to the claims, and the following remarks, are submitted as a full and complete response thereto.

Claims 1-10, 12-26, and 28-29 are pending in the present application, and are respectfully submitted for consideration. Claims 1 and 17 have been amended to include all the limitations of claims 11 and 27, and claims 11 and 27 have therefore been cancelled. No new matter has been added.

Initial Matters

Applicants respectfully note that a preliminary amendment was filed November 29, 2001. The Office Action states that “none of the original claims were amended.” Applicants also note that the Office Action does not reflect the amendments included in the Preliminary Amendment. A courtesy copy of the preliminary amendment as available on Public PAIR is provided herewith. Applicants respectfully request that the preliminary amendment be entered, and that the claims be considered in view of those amendments and the further amendments provided herewith.

Additionally, the Office Action states that “Applicant’s amendment necessitated the new ground[s] of rejection presented in this Office Action.” It is respectfully submitted that, as Applicants did not amend in response to the previous office action, there was no basis for the presentation of new grounds of rejection in a Final Office

action. Instead, it is respectfully requested that the finality of the Office Action be withdrawn, and that any new Office Action rejecting the claims be Non-Final.

The Office Action states that “all objections not addressed in Applicants’ response are herein reiterated” but Applicants are not aware of any pending objections to the claims. Applicants respectfully request that the next Office Action state the objections referenced, if there are any.

Rejections under 35 U.S.C. 102(e)

Claims 1-29 were rejected under 35 U.S.C. § 102(e) as anticipated by U.S. Patent No. 6,058,163 of Pattison et al. (“Pattison”). Applicants respectfully traverse the anticipation rejection, and submit that Pattison fails to disclose or suggest all the features of any of the presently pending claims.

Claim 1, upon which claims 2-10 and 12-16 depend, recites a method for automatically configuring supervision and performing supervision in a supervision system. The supervision system includes a supervision center and a supervision block which contains processes performing supervision tasks. The method includes monitoring and/or controlling via the supervision center the supervision block processes performing supervision tasks. The method also includes the processes performing supervision tasks in the supervision block of the supervision system and/or the objects monitored by them are registered in the supervision center automatically as the processes in the supervision block become ready for operation, and information about the processes in the supervision block and/or about the services produced by them and/or about the objects monitored is

saved in the supervision center in conjunction with the registration. The supervision block process performing a supervision task determines the address of the supervision center via a name service.

Claim 17, upon which claims 18-26 and 28-29 depend, recites a system for automatically configuring supervision and performing supervision in a supervision system. The supervision system includes a supervision center and a supervision block which contains processes performing supervision tasks for monitoring and/or controlling, via the supervision center, the supervision block processes performing supervision tasks. The system includes means for automatically registering in the supervision center the objects monitored by the supervision block processes performing tasks of supervision of the operation of the supervision system. The system also includes means for saving information relating to the processes performing supervision tasks and/or to the services produced by them in the supervision center in conjunction with the registration. The system further includes means for determining the address of the supervision center via a name service.

As discussed in the specification, certain embodiments of the present invention enable automatic activation of supervision of the operation of a system, such as a telephone switching system. After the processes responsible for supervision have been activated, the processes report to a supervision center and provide the supervision center a chance to control the execution of the processes via various parameters. Supervision processes may report to the supervision center at any time. Applicants respectfully

submit that the cited reference of Pattison fails to disclose or suggest all the features of any of the presently pending claims. Therefore, Pattison fails to provide the critical and unobvious advantages discussed above.

Pattison describes a method for monitoring a call center agent or a service representative using a variety of scheduling criteria. Scheduling criteria include: time interval, a number of calls, a monitoring length, and others. The system of Pattison refers to a telephone switching device such as an ACD or PBX that delivers calls to an agent or service representative, as described at col. 3 l. 65 – to col. 4 l. 5. Pattison generally describes (for example, at col. 4 l. 52 – col. 5 l. 52) that block 34 represents the link for obtaining agent and supervisor names, identification numbers, expected agent schedules, customer information, or any other information relating to the operation of the call center.

Claims 1 and 17 recite, among other things, “a supervision block which contains processes performing supervision tasks.” The Office Action interprets block 34 as the supervision block. Pattison, however, fails to teach that block 34 may comprise several processes for performing supervision tasks. Pattison’s block 34 merely serves as a link for obtaining information such as names of agents and supervisors, expected schedules, and the like, as discussed above. In other words, Pattison’s block 34 simply provides information. If actual supervision tasks are to be performed, the supervision center of Pattison has to request a service from a process performing supervision tasks. Accordingly, Pattison does not teach or suggest at least these features of the claims.

Claim 1 also recites “the processes performing supervision tasks in the supervision block of the supervision system and/or the objects monitored by them are registered in the supervision center automatically as processes in the supervision block become ready for operation,” and claim 17 recites “means for automatically registering in the supervision center the objects monitored by the supervision block processes performing tasks of supervision of the operation of the supervision system.” Processes performing supervision tasks do not become active in Pattison’s block 34. Since no such processes become active, they cannot automatically register as they become ready for service. Accordingly, Pattison does not teach or suggest at least these features of the claims.

Claims 1 also recites “information about the processes in the supervision block and/or about the services produced by them and/or about the objects monitored is saved in the supervision center in conjunction with the registration,” and claim 17 recites “means for saving information relating to the processes performing supervision tasks and/or to the services produced by them in the supervision center in conjunction with registration. Because Pattison’s block 34 does not register processes performing supervisory steps, it does not and cannot save information about such processes in the supervision center in conjunction with the registration. Accordingly, Pattison does not teach or suggest at least these features of the claims.

Claim 1 further recites “wherein the supervision block process performing a supervision task determines the address of the supervision center via a name service,” and claim 17 recites “means for determining the address of the supervision center via a name

service. The Office Action states that call center traffic statistics are logged, but fails to provide any reference to determining the address of the supervision center, or doing so, more particularly, via a name service. Pattison's block 34 does not have a supervision block that determines the address of the supervision center via a name server. For example, neither block 32 nor block 34 determines the address of the supervision center via a name server. Accordingly, Pattison does not teach or suggest at least these features of the claims.

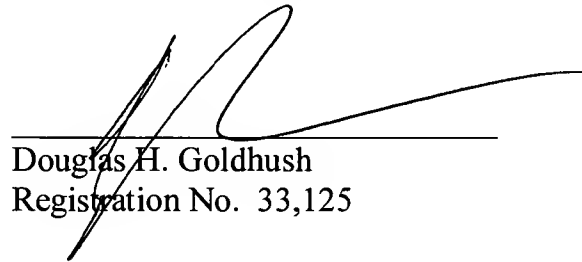
Conclusion

For the reasons stated above, applicants respectfully submit that each of claims 1-10, 12-26, 28, and 29 recite subject matter that is neither disclosed nor suggested in the prior art of record. It is therefore respectfully requested that all of claims 1-10, 12-26, 28, and 29 be allowed, and that this application be passed to issue.

If for any reason the Examiner determines that the application is not now in condition for allowance, it is respectfully requested that the Examiner contact, by telephone, the applicants' undersigned attorney at the indicated telephone number to arrange for an interview to expedite the disposition of this application.

In the event this paper is not being timely filed, the applicants respectfully petition for an appropriate extension of time. Any fees for such an extension together with any additional fees may be charged to Counsel's Deposit Account 50-2222.

Respectfully submitted,



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Enclosures: Courtesy Copy of Preliminary Amendment filed 11/29/2001

S/N TO BE ASSIGNED

PATENTIN THE UNITED STATES PATENT AND TRADEMARK OFFICE


Applicant:	KETOLA, ET AL.	Serial No.:	TO BE ASSIGNED
Filed:	29 NOVEMBER 2001	Docket No.:	602.358USW1
Title:	METHOD AND SYSTEM FOR IMPLEMENTING SUPERVISION IN A TELECOMMUNICATION SYSTEM		

CERTIFICATE UNDER 37 CFR 1.10

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I hereby certify that this correspondence is being deposited with the United States Postal Service 'Express Mail Post Office To Addressee' service under 37 CFR 1.10 on the date indicated above and is addressed to Box Patent Application, Assistant Commissioner for Patents, U.S. Patent and Trademark Office, PO Box 2327, Arlington, VA 22202.


By: Kari Arnold
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PRELIMINARY AMENDMENT

Box Patent Application
Assistant Commissioner for Patents
U.S. Patent and Trademark Office
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COPY

Dear Sir:

Please enter the following preliminary amendment into the above-referenced application.

ABSTRACT

Please insert the attached abstract into the application as the last page thereof.

CLAIMS

Please amend claims 1-29 as follows. A clean copy of the amended and new claims is included below. A marked up copy of the entire claim set is included in Appendix A.

1. (Amended) Method for automatically configuring supervision and performing supervision in a supervision system comprising

a supervision center;

a supervision block which contains processes performing supervision tasks,

said method comprising the steps of:

monitoring and/or controlling via the supervision center the supervision block processes performing supervision tasks,

wherein the method comprises the following steps:

the processes performing supervision tasks in the supervision block of the supervision system and/or the objects monitored by them are registered in the supervision center automatically as the processes in the supervision block become ready for operation; and

information about the processes in the supervision block and/or about the services produced by them and/or about the objects monitored is saved in the supervision center in conjunction with the registration.

2. (Amended) Method as defined in claim 1, wherein the supervision system is a telephone switching system.

3. (Amended) Method as defined in claim 1, wherein a supervision block process performing supervision tasks comprises a communication interface through which operational commands are received from the supervision center.

4. (Amended) Method as defined in claim 1, wherein the state of a registered supervision block process performing a supervision task is checked before an action request is sent to it.

5. (Amended) Method as defined in claim 1, wherein the supervision center comprises a user interface via which the supervision center and/or the supervision block processes performing supervision tasks are controlled.

6. (Amended) Method as defined in claim 1, wherein the supervision center comprises an interface for receiving the registration data when supervision block processes performing supervision tasks are registered in the supervision center.

7. (Amended) Method as defined in claim 1, wherein the result of the supervision block process performing a supervision task is sent to the supervision center.

8. (Amended) Method as defined in claim 1, wherein the registrations of the supervision block processes are stored in a supervision file in the supervision center.

9. (Amended) Method as defined in claim 1, wherein the operation of the supervision block process performing a supervision task is verified in conjunction with the registration and an alarm is issued if

the supervision block process performing a supervision task does not produce a response to a test command.

10. (Amended) Method as defined in claim 1, wherein an alarm is issued if

the response produced by the supervision block process performing a supervision task is inaccurate;
and/or

no supervision block processes performing supervision tasks are registered at all;
and/or

the number of test cases in the supervision file is lower after a restart of the system.

11. (Amended) Method as defined in claim 1, wherein the supervision block process performing a supervision task determines the address of the supervision center via a name service.

12. (Amended) Method as defined claim 1, wherein the supervision file contains the address and/or identifier and/or test parameters and/or initial values of test parameters of the supervision block process performing a supervision task and/or other information.

13. (Amended) Method as defined claim 1, wherein a registering supervision block process performing a supervision task contains one or more objects of monitoring.

14. (Amended) Method as defined in claim 1, wherein a supervision block process performing a supervision task that impairs the normal operation of the telephone switching center shall not register in the supervision center.

15. (Amended) Method as defined in claim 1, wherein the supervision system comprises one or more supervision centers in operation.

16. (Amended) Method as defined in claim 1, wherein the supervision block process performing a supervision task and/or the maintenance of the monitoring object of the process are/is discontinued and the respective entry is deleted from the supervision file.

17. (Amended) System for automatically configuring supervision and performing supervision in a supervision system comprising

a supervision center;

a supervision block which contains processes performing supervision tasks,

which method comprises the steps of:

monitoring and/or controlling via the supervision center the supervision block processes performing supervision tasks,

wherein the system comprises:

means for automatically registering in the supervision center the objects monitored by the supervision block processes performing tasks of supervision of the operation of the supervision system; and

means for saving information relating to the processes performing supervision tasks and/or to the services produced by them in the supervision center in conjunction with registration.

18. (Amended) System as defined in claim 17, wherein the supervision system is a telephone switching system.

19. (Amended) System as defined in claim 17, wherein the system comprises means for receiving operational commands via the communication interface of the supervision block process performing supervision tasks.

20. (Amended) System as defined in claim 17, wherein the system comprises means for checking the state of a registered supervision block process performing a supervision task before an action request is sent to it.

21. (Amended) System as defined in claim 17, wherein the system comprises means for controlling the supervision center and/or the

supervision block processes performing supervision tasks via the user interface of the supervision center.

22. (Amended) System as defined in claim 17, wherein the system comprises means for receiving the registrations of supervision block processes performing supervision tasks via an interface.

23. (Amended) System as defined in claim 17, wherein the system comprises means for sending the result of the supervision block process performing a supervision task to the supervision center.

24. (Amended) System as defined in claim 17, wherein the system comprises means for storing the registrations of the supervision block processes in a supervision file in the supervision center.

25. (Amended) System as defined in claim 17, wherein the system comprises:

means for verifying the operation of the supervision block process performing a supervision task; and

means for issuing an alarm.

26. (Amended) System as defined in claim 17, wherein the system comprises means for analyzing the results associated with the processes performing supervision tasks.

27. (Amended) System as defined in claim 17, wherein the system comprises means for determining the address of the supervision center via a name service.

28. (Amended) System as defined in claim 17, wherein the system comprises one or more supervision centers in operation.

29. (Amended) System as defined in claim 17, wherein the system comprises means for discontinuing a supervision block process performing a supervision task and/or the maintenance of an object monitored by the process and for deleting the respective entry from the supervision file.

REMARKS

The above preliminary amendment is made to insert an abstract page into the application and to remove multiple dependencies from claims 3-16 and 19-29.

Applicants respectfully request that this preliminary amendment be entered into the record prior to calculation of the filing fee and prior to examination and consideration of the above-identified application.

If a telephone conference would be helpful in resolving any issues concerning this communication, please contact Applicants' attorney of record, Michael B. Lasky at 952.912.0527.

Respectfully submitted,

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Appendix A
Marked Up Version of Entire Claim Set

1. (Amended) Method for automatically configuring supervision and performing supervision in a supervision system comprising
 - a supervision center [(1)];
 - a supervision block [(2)] which contains processes performing supervision tasks,said method comprising the steps of:
 - monitoring and/or controlling via the supervision center [(1)] the supervision block [(2)] processes performing supervision tasks,
 - [c h a r a c t e r i z e d in that] wherein the method comprises the following steps:
 - the processes performing supervision tasks in the supervision block [(2)] of the supervision system and/or the objects monitored by them are registered in the supervision center [(1)] automatically as the processes in the supervision block [(2)] become ready for operation; and
 - information about the processes in the supervision block [(2)] and/or about the services produced by them and/or about the objects monitored is saved in the supervision center [(1)] in conjunction with the registration.

2. (Amended) Method as defined in claim 1,
[c h a r a c t e r i z e d in that] wherein the supervision system is a
telephone switching system.

3. (Amended) Method as defined in claim 1 [or 2],
[c h a r a c t e r i z e d in that] wherein a supervision block [(2)]
process performing supervision tasks comprises a communication
interface [(3)] through which operational commands are received from
the supervision center [(1)].

4. (Amended) Method as defined in [any one of] claim [s] 1
[- 3], [c h a r a c t e r i z e d in that] wherein the state of a
registered supervision block [(2)] process performing a supervision task
is checked before an action request is sent to it.

5. (Amended) Method as defined in [any one of] claim [s] 1
[- 4], [c h a r a c t e r i z e d in that] wherein the supervision center
[(1)] comprises a user interface [(4)] via which the supervision center
[(1)] and/or the supervision block [(2)] processes performing
supervision tasks are controlled.

6. (Amended) Method as defined in [any one of] claim [s] 1
[- 5], [c h a r a c t e r i z e d in that] wherein the supervision center
[(1)] comprises an interface [(5)] for receiving the registration data

when supervision block [(2)] processes performing supervision tasks are registered in the supervision center [(1)].

7. (Amended) Method as defined in [any one of] claim [s] 1 [- 6], [c h a r a c t e r i z e d in that] wherein the result of the supervision block [(2)] process performing a supervision task is sent to the supervision center [(1)].

8. (Amended) Method as defined in [any one of] claim [s] 1 [- 7], [c h a r a c t e r i z e d in that] wherein the registrations of the supervision block [(2)] processes are stored in a supervision file in the supervision center [(1)].

9. (Amended) Method as defined in [any one of] claim [s] 1 [- 8], [c h a r a c t e r i z e d in that] wherein the operation of the supervision block [(2)] process performing a supervision task is verified in conjunction with the registration and an alarm is issued if

the supervision block [(2)] process performing a supervision task does not produce a response to a test command.

10. (Amended) Method as defined in [any one of] claim [s] 1 [- 9], [c h a r a c t e r i z e d in that] wherein an alarm is issued if the response produced by the supervision block [(2)] process performing a supervision task is inaccurate;
and/or

no supervision block [(2)] processes performing supervision tasks are registered at all;
and/or

the number of test cases in the supervision file is lower after a restart of the system.

11. (Amended) Method as defined in [any one of] claim [s] 1 [- 10], [c h a r a c t e r i z e d in that] wherein the supervision block [(2)] process performing a supervision task determines the address of the supervision center [(1)] via a name service.

12. (Amended) Method as defined in [any one of] claim [s] 1 [- 11], [c h a r a c t e r i z e d in that] wherein the supervision file contains the address and/or identifier and/or test parameters and/or initial values of test parameters of the supervision block [(2)] process performing a supervision task and/or other information.

13. (Amended) Method as defined in [any one of] claim [s] 1 [- 12], [c h a r a c t e r i z e d in that] wherein a registering supervision block [(2)] process performing a supervision task contains one or more objects of monitoring.

14. (Amended) Method as defined in [any one of] claim [s] 1 [- 13], [c h a r a c t e r i z e d in that] wherein a supervision block [(2)] process performing a supervision task that impairs the normal

operation of the telephone switching center shall not register in the supervision center [(1)].

15. (Amended) Method as defined in [any one of] claim [s] 1 [- 14], [c h a r a c t e r i z e d in that] wherein the supervision system comprises one or more supervision centers [(1)] in operation.

16. (Amended) Method as defined in [any one of] claim [s] 1 [- 15], [c h a r a c t e r i z e d in that] wherein the supervision block [(2)] process performing a supervision task and/or the maintenance of the monitoring object of the process are/is discontinued and the respective entry is deleted from the supervision file.

17. (Amended) System for automatically configuring supervision and performing supervision in a supervision system comprising

a supervision center [(1)];

a supervision block [(2)] which contains processes performing supervision tasks,

which method comprises the steps of:

monitoring and/or controlling via the supervision center [(1)] the supervision block [(2)] processes performing supervision tasks,

[c h a r a c t e r i z e d in that] wherein the system comprises:

means [(6)] for automatically registering in the supervision center [(1)] the objects monitored by the supervision block [(2)] processes performing tasks of supervision of the operation of the supervision system; and

means [(7)] for saving information relating to the processes performing supervision tasks and/or to the services produced by them in the supervision center [(1)] in conjunction with registration.

18. (Amended) System as defined in claim 17, [c h a r a c t e r i z e d in that] wherein the supervision system is a telephone switching system.

19. (Amended) System as defined in claim 17 [or 18], [c h a r a c t e r i z e d in that] wherein the system comprises means [(8)] for receiving operational commands via the communication interface [(3)] of the supervision block [(2)] process performing supervision tasks.

20. (Amended) System as defined in [any one of] claim [s] 17 [- 19], [c h a r a c t e r i z e d in that] wherein the system comprises means [(9)] for checking the state of a registered supervision block [(2)] process performing a supervision task before an action request is sent to it.

21. (Amended) System as defined in [any one of] claim [s] 17 [- 20], [c h a r a c t e r i z e d in that] wherein the system comprises means [(10)] for controlling the supervision center [(1)] and/or the supervision block [(2)] processes performing supervision tasks via the user interface [(4)] of the supervision center [(1)].

22. (Amended) System as defined in [any one of] claim [s] 17 [- 21], [c h a r a c t e r i z e d in that] wherein the system comprises means [(11)] for receiving the registrations of supervision block [(2)] processes performing supervision tasks via an interface [(5)].

23. (Amended) System as defined in [any one of] claim [s] 17 [- 22], [c h a r a c t e r i z e d in that] wherein the system comprises means [(12)] for sending the result of the supervision block [(2)] process performing a supervision task to the supervision center [(1)].

24. (Amended) System as defined in [any one of] claim [s] 17 [- 23], [c h a r a c t e r i z e d in that] wherein the system comprises means [(13)] for storing the registrations of the supervision block [(2)] processes in a supervision file in the supervision center [(1)].

25. (Amended) System as defined in [any one of] claim [s] 17 [- 24], [c h a r a c t e r i z e d in that] wherein the system comprises:

means [(14)] for verifying the operation of the supervision block
 [(2)] process performing a supervision task; and
 means [(15)] for issuing an alarm.

26. (Amended) System as defined in [any one of] claim [s] 17
 [- 25], [c h a r a c t e r i z e d in that] wherein the system comprises
 means [(16)] for analyzing the results associated with the processes
 performing supervision tasks.

27. (Amended) System as defined in [any one of] claim [s] 17
 [- 26], [c h a r a c t e r i z e d in that] wherein the system comprises
 means [(17)] for determining the address of the supervision center [(1)]
 via a name service.

28. (Amended) System as defined in [any one of] claim [s] 17
 [- 27], [characterized in that] wherein the system comprises one or more
 supervision centers [(1)] in operation.

29. (Amended) System as defined in [any one of] claim [s] 17
 [- 28], [c h a r a c t e r i z e d in that] wherein the system comprises
 means [(18)] for discontinuing a supervision block [(2)] process performing a
 supervision task and/or the maintenance of an object monitored by the
 process and for deleting the respective entry from the supervision file.